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Before we begin, let me give you a little background information. The NN/LM National Emergency Preparedness & Response Plan was developed in 2007 as a result of collaboration among leadership in the 8 regions of the National Network of Libraries of Medicine and experts in the field of emergency preparedness and response. The emphasis of the plan is preparedness and service continuity, which are highlighted in this presentation.

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Today's presentation will provide an overview of activities that can help you prepare for and respond to emergencies and disasters. We are going to start with risk assessment and then proceed through safety and security, identifying core services and resources, protecting highly valued materials, and obtaining outside help. In addition, you will become familiar with the NN/LM Emergency Preparedness & Response Toolkit, NN/LM's primary resource for preparedness and response.

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Step 1: Assess risks. In order to be prepared, you need to find out about the risks in your area. Risk assessment is the foundation of all other preparedness and response planning.

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A "Score Sheet - Risk Assessment Exercise" form. It has a header section for "Name" and "Date". Below is a table with columns for "Risk", "Likelihood", "Impact", and "Score". There are several rows for different risk categories. At the bottom, there is a legend with three colored boxes: Green (Low), Yellow (Medium), and Red (High).

As we go through several potential risks, please fill out the score sheet.

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Types of Disasters

- Natural
- Unintentional
- Intentional
- Public Health Emergency

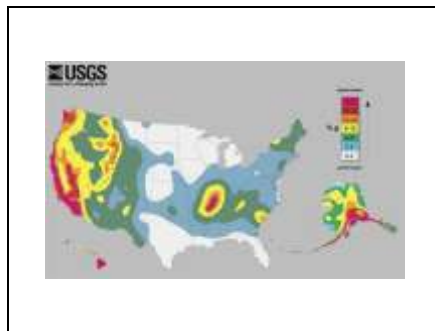
Disasters can be grouped into 4 major areas: natural, unintentional, intentional, and public health.

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When we think about disasters, we usually think natural disasters. When we think of natural disasters we usually think of tornadoes, hurricanes and earthquakes.

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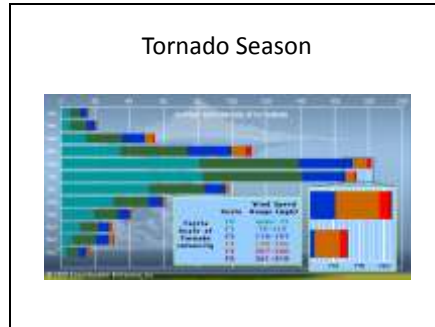
We all know of the earthquake risk along the west coast. However, there are also earthquake zones east of the Rockies. Looking at this map, give yourself 5 points if your library is within a yellow zone, 10 if orange, and 15 if red.

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Tornadoes occur in just about every state, though primarily east of the Rockies. Give yourself 5 points if your library is within a light tan zone, 10 salmon colored zone, 15 orange, and 20 red.

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Here is a map of historic paths of hurricanes. Give yourself 10 points if your library is under any of these paths and more than 100 miles inland. 20 points if your library is under one of these paths and within 100 miles of the coast.

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Flooding can occur almost anywhere there is a river. Give yourself 15 points if your library is within 5 miles of a river.

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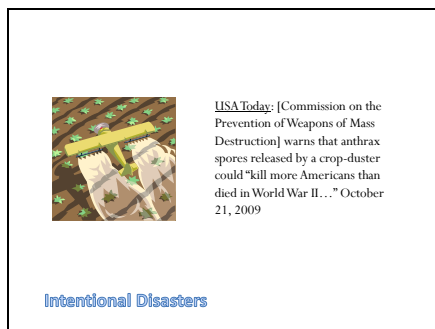
Unintentional events include railroad accidents, construction disasters, fires due to faulty wiring, and HAZMAT incidents. Train wrecks have caused HAZMAT incidents, such as a chemical spills, that can endanger people living in any area. Give yourself 10 points if your library is within a mile of a railroad track or a highway.

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Give yourself 10 points if construction is taking place within 200 yards of your library.

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Intentional disasters. Potential targets for terrorist attacks in the United States include nuclear power and chemical plants, ports, and oil refineries. A recent commission report stated that anthrax spores released by a crop-duster could "kill more Americans than died in World War II..."

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Give yourself 15 points if your library is in any of these cities. 20 points if you are in a Tier 1 city.

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Give yourself 10 points if you are within 20 miles of a nuclear power plant.

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Your most likely risks are fire and water damage. Some of these events are accidental and some are intentional. In 1986, up to 500,000 volumes at the Los Angeles Public Library were destroyed in a fire set by an arsonist, while about 600,000 were damaged by water. Well over half a million wet books were frozen to protect them against mold. Drying and cleaning alone cost two million dollars.

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Give yourself 10 points if you have open stacks. Give yourself 15 points if you have water in your library.

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Pandemics can result in social distancing and can greatly reduce staff productivity. Give yourself 10 points if you provide patron services.

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So let's add up your scores. Please share with everyone your score.

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Step 2: Protect yourself, your staff, and your patrons. Once risk assessment for your library is complete, it is time to compile basic procedures to provide for the personal safety of your staff as well as patrons who may be in the building or library space when an emergency or disaster occurs.

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On March 1, 2007, a tornado struck the Sumter Regional Hospital in Americus, Georgia. Nobody was injured thanks to the action of nurses at the hospital who went around the hospital telling patients and their families to move away from the windows. Do you have procedures in place if a tornado warning is issued for your area?

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On March 3, 2009, the Cologne Archives Building in Cologne, Germany collapsed in about 3 minutes. (Building before the collapse is pictured in the upper left.) Reports indicate that about 25-30 people were in the building when a cracking sound occurred, and that all of them escaped unharmed. In this case, it appears that the best preparedness activity was having an evacuation plan, and ways for people to get out of the building quickly. Could you evacuate your library in 3 minutes?

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This is a diagram of how to secure a shelter in place area. In the event of a HAZMAT incident, do you have a place in your building that can function as a shelter-in-place location?

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Does your staff know how to respond quickly to a medical emergency?

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Preparedness Assessment Exercise

Are your staff trained on how to react & respond to the following situations?

- ☐ A tornado warning is issued for your area
- ☐ Security calls to say that a violent person is in your vicinity
- ☐ A patron rushes up to the desk to report that someone is having a heart attack in the photocopy room
- ☐ Security calls to say that you should shelter-in-place because a train has derailed releasing chlorine gas
- ☐ Someone reports that there is water on the floor in the basement
- ☐ A construction worker rushes to the desk and tells you that you have about 3 minutes to evacuate the library
- ☐ It's Saturday afternoon and a member of your staff reports that water is pouring in from the ceiling onto your reference books

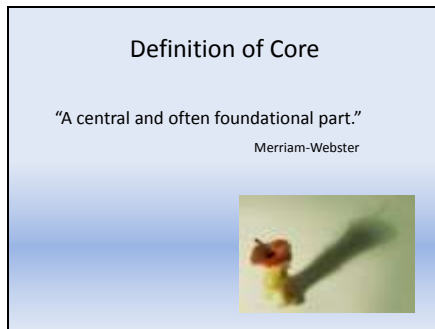
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Let's take this preparedness assessment exercise together. Do you have written procedures for the following situations? Go through each situation. What were your scores?

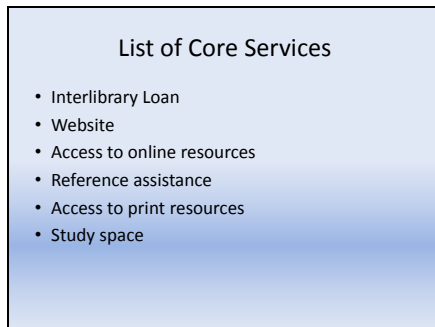
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These are core services often attributed to libraries. Any core services missing? Which apply to your library?

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Building Closed/ Services Available	
Service	Plan
Interlibrary Loan	Will be made available for the "Project Paper" service. Services are in place with ILL. If possible, services are available.
Reference Services	Reference services will be available for the "Project Paper" service. Reference services will be available for the "Project Paper" service. Reference services will be available for the "Project Paper" service.
Work groups	Work groups will be available for the "Project Paper" service. Work groups will be available for the "Project Paper" service. Work groups will be available for the "Project Paper" service.
Project services	Project services will be available for the "Project Paper" service. Project services will be available for the "Project Paper" service. Project services will be available for the "Project Paper" service.
Technical Services	Technical services will be available for the "Project Paper" service. Technical services will be available for the "Project Paper" service. Technical services will be available for the "Project Paper" service.
Library Support Services	Library support services will be available for the "Project Paper" service. Library support services will be available for the "Project Paper" service. Library support services will be available for the "Project Paper" service.
Other services	Other services will be available for the "Project Paper" service. Other services will be available for the "Project Paper" service. Other services will be available for the "Project Paper" service.

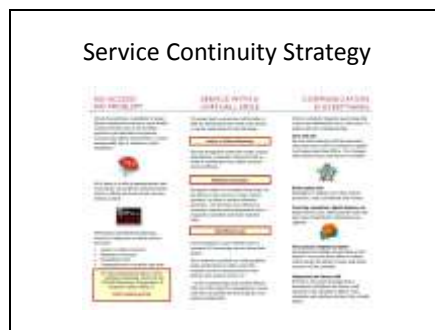
All libraries should develop a plan to keep their core services going when service is disrupted. Here's a sample plan.

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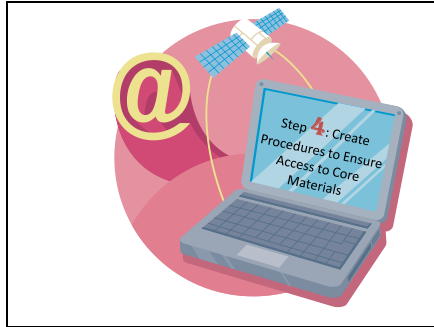
The University of Virginia Health Sciences Library and the University of North Carolina Health Sciences Library have created a backup procedure for interlibrary loan. Let's say that a pandemic strikes the U. S. and the ILL staff at UVA are unable to perform their duties. Procedures are in place for UNC ILL staff to take control of the ILL management system and fill UVA's borrowing requests from Chapel Hill, North Carolina. The system is completely transparent to the user.

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NN/LM recommends this strategy for continuing your services and resources if you need to close your library due to some kind of service disruption. Its focus is on access to online resources, reference assistance, interlibrary loan, and communication to patrons and staff. (Note: this brochure is available on the Toolkit in the tab labeled Promotional Materials.)

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Step 5: Determine your core electronic resources. Related to core services are your core electronic resources. Which of your electronic resources would be needed by your users immediately following a disaster?

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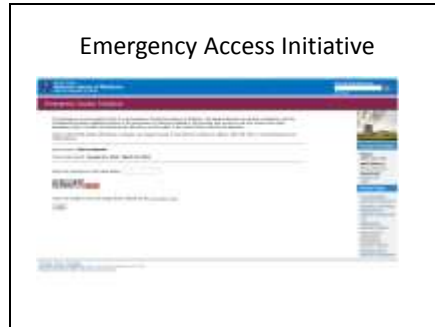


Patron feedback, personal knowledge, and usage statistics can help you determine your core online resources. Keep in mind that there may be some online resources that are not used heavily but may be needed in the event of a disaster. Do these apply to your library? Would you add anything to this list?

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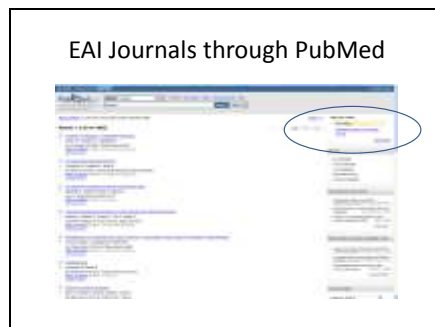
The Emergency Access Initiative is a partnership of the National Library of Medicine, NN/LM, and the Association of American Publishers. EAI provides access to full-text articles and books from major biomedical books and journals.

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Here's some additional information about EAI.

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Access to EAI journal information is through PubMed. Note that you can filter articles available through EAI.

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Sometimes following a disaster, Internet access is not available so it's important to keep on hand core textbooks that might be needed by patient care professionals. Here are the core texts identified by members of the DIMRC listserv.

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Step 5:
Develop a
Mutual Aid
Agreement
with
Another
Library or
Network

Step 5: Develop a Mutual Aid Agreement with another library or library network. This agreement would be activated in the event that you are unable to re-establish your services without outside assistance. MAAs can be developed locally and/or far away.

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Step 6: Proactively
plan for the rescue
and recovery of
your highly valued
materials.

Proactively plan for the rescue and recovery of your highly valued materials. Do you have any unique or hard to replace materials, such as institutional records or historical materials that would need to be recovered? If you do, are they in a secure location? Don't forget to include paintings and other artifacts. Determine which of these items you would spend money (might be **lots of money!**) to recover. Contact a commercial salvage company (such as Munters, Belfor, or BMS) to get an idea about how much it would cost to recover your materials, should freeze-

drying, mold abatement, or other services be required.

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Step **7**: Develop a Communication Plan

- Notification plan for public and staff
- Library website
- Social networking sites (Facebook and Twitter)
- Talking to the media



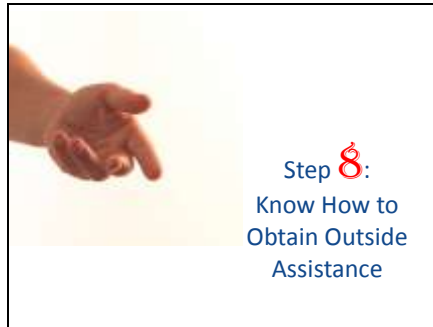
Develop a notification plan for the public and your staff. Plan would include how to place emergency notices on your website and incorporating social networking sites, such as Facebook and Twitter. Finally, determine who is permitted to talk to the media.

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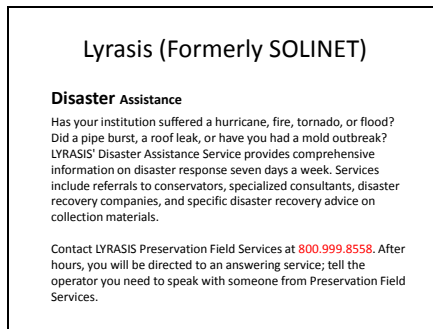
These are some tools you could incorporate to provide your core services from a remote site. Can you see using any of these tools to help you provide core services from a remote site?

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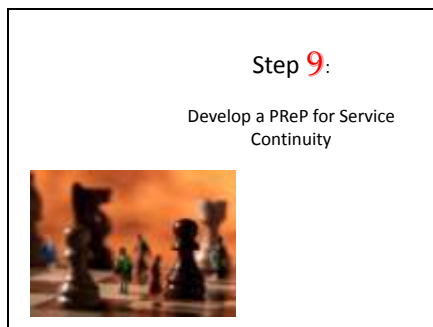
Step 8: Determine local contacts, such as a preservationist. Develop Mutual Aid Agreements with libraries in your region. Finally, know how to contact your RML (1 (800) DEV-ROKS).

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Some library networks, such as Lyrasis, also provide emergency assistance.

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This might be the most important step. It's your game plan for when a service disruption hits.

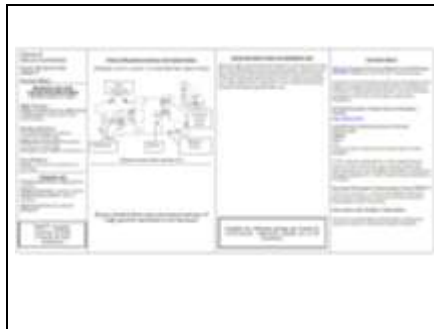
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The image shows a large, multi-column table with a header row. The columns are labeled: 'Disaster Preparedness', 'Disaster Response', 'Disaster Recovery', and 'Disaster Mitigation'. Each column contains a list of items or tasks, some with checkboxes. The table is organized into sections, with some items grouped under sub-headers. The text is small and difficult to read, but the structure is clear.

The PReP for Service Continuity plan is very adaptable and provides libraries with a relatively quick and effective response tool. Let's go through each column.

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Step **10**: Be Prepared at Home



Be Red Cross Ready
Get a Kit. Make a Plan. Be Informed.

1 Get a Kit 2 Make a Plan 3 Be Informed

The graphic features three numbered steps, each with an icon: a first aid kit for 'Get a Kit', a family with a map for 'Make a Plan', and a smartphone for 'Be Informed'. The Red Cross logo is visible in the top right corner.

Finally, you are in better position to help others if you are prepared at home.

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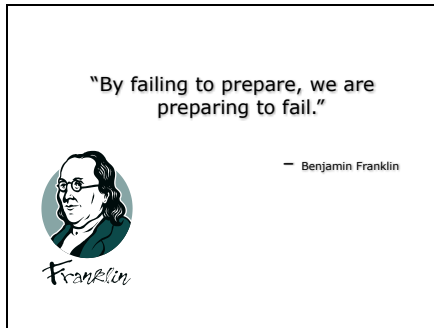
Ready.gov is an excellent source for finding preparedness information for home and work. It's also the place to go to find links to state and local government resources, agencies and services.

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The NN/LM Emergency Preparedness & Response Toolkit is a great resource. In it you will find supporting resources for this class as well as disaster-related news.

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The central feature of the NN/LM plan is preparedness. To quote Benjamin Franklin, "By failing to prepare, we are preparing to fail." A library that is prepared for a disaster is more likely be able to maintain access to its core services and resources and will be in position to help other libraries, its parent institution, or the community.

